

Business Process Management Seminar

Written by SUPPLYCHAIN ADMIN

Tuesday, 07 September 2010 00:00 - Last Updated Thursday, 04 November 2010 19:17

New this year! Sign up for the Business Process Management Seminar on October 22nd when registering for Supply Chain 2010. Claes Berlin, Quality Manager for RUAG Space Sweden and a highly rated speaker at last year's conference and the spring NASA Quality Leadership forum, will lead this interactive seminar on making the "How" – process management – a quality advantage for your enterprise.

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Supply Chain 2010

Business Process Management (BPM) Seminar

Making the "How" a Quality Advantage

Seminar Leader: Claes Berlin, Quality Manager, RUAG Space Sweden

When: 8:15am to noon, October 22nd

Location: Building 34, Room W105, Goddard Space Flight Center

Participation in the seminar is limited to those attending Supply Chain 2010. Sign up for the seminar when registering for the conference. There is no fee for the conference or the seminar.



Claes Berlin serves as the Quality Manager for RUAG Space Sweden (previously SAAB Space) and has over 35 years of experience within the international space business. His extensive experience includes expertise in the areas of Quality Management, Process Management, Change Management, Supply Chain Management, and Leadership and Operational Excellence. Claes is a certified lead assessor for ISO 9001 and 14001, AS/EN 9100, the Baldrige Quality Award, the European Quality Award and the Swedish Quality Award. He began his career as a component engineer and previously served as a product assurance manager on space projects. Claes has a Master of Science degree in Electronic Engineering, graduating from Chalmers University of Technology in Gothenburg, Sweden in 1975.

Seminar Agenda

The seminar employs a combination of presentations and participatory exercises, and includes:

- Developing the company culture with customer focus and empowerment in the organization
- Using ISO 9001 and AS/EN 9100 standards as a tools for change
- Understanding the elements of process management
- Exercises in Business Process Management
- Case story presentation – “our BPM journey”
- Discussion and reflections on the value of a process-oriented approach and lessons learned

If you have any questions regarding the seminar, please contact Claes Berlin (claes.berlin@ruag.com) or

Jonathan Root at NASA Goddard Space Flight Center (jonathan.root@nasa.gov).



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